Consumer Affairs and Licensing

Mayor Martin J. Walsh

Dear Consumer,

Thank you for contacting the Mayor's Office of Consumer Affairs & Licensing. This Office works in conjunction with the Office of the Massachusetts Attorney General in trying to resolve consumer complaints that arise as a result of an unfair or deceptive business transaction. Once your complaint is received, a consumer mediator will be assigned to work with you. The consumer mediator will work with you and the merchant to find a mutually agreeable resolution to your complaint. Sometimes, even with the intervention of this Office, a resolution to your complaint is not possible. In such instances, your consumer mediator will explain what other options are available to you if you wish to pursue your claim.

You will find a complaint form enclosed with this letter. Please fill it out as completely and accurately as possible. Please send us copies of documents, contracts, receipts, and/or letters to the business. Before returning the completed form, make sure that you have included all necessary information including addresses, telephone numbers and signatures. Incomplete forms will be returned to you, possibly delaying the resolution of your complaint.

If you have questions related to the completion of this form, please call (617) 635-3834 and speak with a consumer mediator.

Thank you,

Christine A. Pulgini, Esq.
Executive Director

Enclosures

BOSTON CITY HALL, ROOM 817, ONE CITY HALL SQUARE, BOSTON, MA 02201
TELEPHONE: LICENSING DIVISION 617-635-4165 • CONSUMER AFFAIRS 617-635-3834 • FAX: 617-635-0709